



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.
Serial No. : 09/431,017
Filed : November 1, 1999
For : RELATIONSHIP BASED TASK AND RESOURCE
CALL CENTER MANAGEMENT SYSTEM AND METHOD
Attorney's Docket : DAVOX-164XX
Examiner : Q. Nguyen
Group Art Unit : 2642

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By

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RESPONSE

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Final Office Action dated May 6, 2003 and the Advisory Action dated July 17, 2003, please reconsider the above-identified Patent Application in view of the following remarks:

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